

Fire Department

City of Newton Performance Management Scorecard
February 2012

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Maintain a trained department of fire personnel								
Training Hours	Achieve 5000 total training hours in FY12	401	401	497		3256	6783	
% of Firefighters and officers who received monthly specialty training	Ensure that 85% of officers receive specialty training each month		85.00%	78.00%			74.63%	
2. Respond quickly to emergency calls								
Average Response Time of Medical Calls	Maintain or improve average from previous years	4:05	4:05	3:54		3:57	3:51	
% of responders on scene within 6 min (all calls)	Maintain a minimum of 90%	88.33%	90.00%	92.00%		87.63%	90.63%	
% of responders on scene within 6 min (fire calls)	Maintain a minimum of 90%	92.67%	90.00%	92.00%		90.00%	97.38%	
3. Provide fire prevention in the community								
Total # of fires	Maintain or decrease average from previous years	8	8	13		103	93	
Number of Inspections	Maintain or increase average from previous years	89	89	195		1561	1662	
Number of Violations/Citations written	Maintain or decrease average from previous years	10	10	2		51	30	
Number of Permits issued	Maintain or increase average from previous years	117	117	0			786	

Notes

The specialty training for last month was on EMS/Suicide Prevention.